

Department of Community Colleges and Workforce Development	Number: 589-30.12
	Revised: 06/13/12
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SUBJECT: Workforce Investment Act Title IB Policy Statewide Supportive Services	Approved: 

Purpose: To provide guidelines for administering Supportive Services based on the WIA IB.

Background: The WIA IB defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under WIA IB. Local Supportive Service policies are developed by the Local Workforce Investment Board (WIB) Local policy may be more restrictive than state policy.

References: Workforce Investment Act PL 105-220
20 CFR 663.800
Training and Employment Guidance Letter (TEGL) 17-05 Common Measures Policy for the Employment Training Administration's (ETA) Performance Accountability System and Related Performance Issues
A-122 Allowable Cost Principal for Non-Profits
A-87 Allowable Cost Principals for State and Local Government

Definitions: See the "*Oregon Glossary of WIA Title IB Adult and Dislocated Worker Terms*"

Policy: Supportive Services may be made available to assist customers in removing or reducing barriers to participate in WIA IB activities. The justification for WIA IB Supportive Service payments must be documented in participant records; paper or electronic records are acceptable. This Policy applies to Adult and Dislocated Worker programs, National Emergency Grants (NEGs), Rapid Response/ Additional Assistance Projects.

Supportive Services are to be provided only to participants who:

- Are participating in core, intensive, or training services;
- Are unable to obtain individual resources through other means; and
- Demonstrate a need for assistance to enable individual to participate in WIA Title IB activities to obtain their employment goal.

Procedure: Supportive Service payments are made on a case-by-case basis when determined necessary to participate in WIA activities. WIA is the funding source of last resort. The financial need, coordination of available resources and how the support relates to WIA activity must be documented in the participant record.

The record must include all of the following:

- Justification (i.e., how the supportive service will assist the individual's engagement in grant funded activities)
- Lack of availability of other resources (e.g. Trade Act, National Emergency Grants, Pell Grants, etc.)
- Type of Supportive Service (e.g., transportation, childcare, etc.)
- Amount paid

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- The established timeframe that the support service is meant to cover (e.g. one month, school quarter etc.)
- Documentation of receipt of funds if paid directly to participant

The act of paying for the Supportive Service does not commence or extend program participation, nor does it delay program exit. The activity that a participant engages in with staff to determine the need, analyze the options, and approve the supportive service payment – such as staff counseling or advising – affects participant’s program activity and exit.

Cost Principles of Adequate Support Documentation need to be used to meet the level of support documentation for all payments. The acceptable practices are:

- Only the participant receiving the payment may sign a receipt of payment document (no spouses, family, etc.).
- “Cash-Like Payments” (vouchers, gas cards, gift cards, etc.) may only be presented to the participant at the time of signature and may not be distributed via other means (electronic deposits, mail, etc.).
- Checks made out directly to the vendor or participant may be distributed by other means with the endorsement of the check as documentation of receipt.

Responsibility:

Action:

LWIB:

Each LWIB must have a Supportive Service policy that complies with this statewide Policy.

CCWD:

CCWD will review and monitor Local Plans, LWIA Supportive Service policies, and provider practices for compliance with this policy.